

PATENT



Att'y Docket No. IBM/201/124  
Confirmation No. 1374

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicant: Joseph Philip Bigus et al.

Art Unit: 2185

Serial No.: 10/021,203

Examiner: Unknown

Filed: October 30, 2001

For : PRODUCT SUPPORT OF COMPUTER-RELATED PRODUCTS USING  
INTELLIGENT AGENTS

Technology Center 2100

MAR 05 2002

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**SECOND PRELIMINARY AMENDMENT**

Box NON-FEE AMENDMENT  
Assistant Commissioner for Patents  
Washington, DC 20231

Sir:

Please amend the above-identified patent application as follows:

**Amendments**

**In the Claims**

Please cancel claim 76 without prejudice.

**Remarks**

The above-identified claim amendments are being made prior to calculation of the filing fees for the above-identified patent application. Applicants hereby reserve the right to add the canceled claims in this or a future co-pending application. The Examiner should also be aware that Applicants have filed a divisional application directed to the subject matter of some of the canceled claims. The claims currently pending after the above amendment are now claims 1-33, 57 and 93.

No new matter is being added by these amendments, as the amendments are fully supported in the specification, drawings and claims as originally filed. Attached hereto is a marked-up version of the changes made to the claims by the current amendment. The attachment